

# Contract User Guide for GRO35

## *GRO35: Foodservice Supplies and Equipment, Institutional Commercial Grade Large and Small Statewide Contract*

UPDATED: 7/11/18

<b>Contract #:</b>	GRO35
<b>MMARS MA #:</b>	GRO35*
<b>Initial Contract Term:</b>	02/29/2016 to 02/28/2018
<b>Maximum End Date:</b>	Two 2 year extensions to 2022
<b>Current Contract Term:</b>	03/01/18-02/29/20 – Foodservice Equipment 03/01/18-2/28/19 – Foodservice Supplies (Paper Products)
<b>Contract Manager:</b>	Betty Fernandez, 617-720-3133, <a href="mailto:Betty.Fernandez@state.ma.us">Betty.Fernandez@state.ma.us</a>
<b>This Contract Contains:</b>	Small Business Purchasing Program, MBE/MWBE/WBE, Service Disabled Veteran-Owned Business
<b>UNSPSC Codes:</b>	48-10-19, 23-18-15

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### **Contract Summary**

This is a Statewide Contract for Foodservice Supplies and Equipment, Institutional Commercial Grade Large and Small Statewide Contract.



## Contract Categories

This contract covers various types of foodservice supplies (paper products) and foodservice equipment (institutional commercial grade, large and small), as identified below:

### 1) Foodservice Supplies

Category I Conventional Products includes various sizes of hot and cold cups, plates, trays, napkins, straws, utensils (tableware), trash/pan liners, and other foodservice supplies such as gloves, lids, hairnets, etc. Napkins must meet the federal standards for **post-consumer recycled content**.

Category II Biodegradable/Compostable Bio-based Products includes a full line of various sizes of hot and cold cups, plates, trays, napkins, and utensils (tableware). All of these products represent a high quality sustainable alternative to conventional disposable foodservice products. They are all 100% biodegradable and made from renewable resources (such as resins and fibers derived from plants) and they are proven to be compatible with most municipal and/or industrial composting programs. Most products must have a listed third party certification, clearly marking that they are compostable, bio based content, and do not contain per fluorinated grease barrier compounds. Additional Specifications and Requirements are located on the COMMBUYS website.

### 2) Foodservice Equipment, Institutional Commercial Grade, Large & Small

Large Equipment includes but is not limited to ovens, grills, fryolators, and milk cooler equipment. Additional maintenance and repairs of large foodservice equipment falls within the scope of this contract.

Small Equipment includes but is not limited to mixers, toasters, and microwaves. Additional maintenance and repairs of small foodservice equipment falls within the scope of this contract.

## Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

**Competitive Pricing:** The Strategic Sourcing Services Team (SSST) has awarded the contract to those Contractors who provided the most competitive pricing and/or mark ups for the manufacturers being offered.

**Selection of EPP Products:** The contract provides Paper Products, Biodegradable/Compostable Bio-based Products and a broad range of energy efficient Foodservice Equipment; all of which represent environmentally preferable products.

**Prompt Pay Discount:** Is available by all Contractors.



**Volume Purchase Discount:** Available from some Contractors. Please reference Contractors attached “Rate Sheet” on [COMMBUYS](#) for details.

**Dock Delivery Discount:** Available from some Contractors. Please reference Contractors attached “Rate Sheet” on [COMMBUYS](#) for details

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](#) and search for GRO35 to find related Master Blanket Purchase Order (MBPO’s) information. All common contract documents are located in the “Conversion Vendor” Master Blanket Purchase Order (MBPO) for GRO35 and can be accessed directly by visiting [PO-16-1080-OSD03-SRC02-00000006954](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

### Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

## Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the Commonwealth’s Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

## Construction Requirements

Purchasers must ensure that **any** services involving construction are limited to \$50,000 or less.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific M.G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General’s Public Procurement Charts at:

[www.mass.gov/ig/publications/guides-advisories-other-publications/procurement-charts-november-7-2016.pdf](#). It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by M.G.L. c.149 or M.G.L. c.30, §39M. Chapter 30B Procurement Assistance from the Office of the Inspector General is available at [mass.gov/ig/procurement-](#)



[assistance](#). Access the 30B Hotline at 617-722-8838 or email them at:  
[30BHotline@massmail.state.ma.us](mailto:30BHotline@massmail.state.ma.us).

See [Quotes Including Construction Services Requirements](#) below for information on quoting these types of projects.

## Pricing, Quote and Purchase Options

### Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

### Pricing and Buying Details:

#### Pricing Options

All contract pricing/markups listed MUST remain firm through February 28, 2018 for all Contractors. A market basket price list for each awarded Contractor is available on COMMBUYS under each vendor's assigned PO as an attachment. Eligible Entities should do a cost comparison with Contractors to determine which Contractor offers the best value pricing for that product. All pricing is ceiling not to exceed.

#### Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by the [vendor information](#).

#### Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or [COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us).

When contacting a vendor on statewide contract, always reference GRO35 to receive contract pricing.

#### Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.



### How To Purchase From The Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes.

- **Quotes:** For orders up to \$10,000 Eligible Entities may purchase directly from the vendor of their choice without requesting multiple quotes. Although not required, OSD strongly encourages Eligible Entities to request pricing and service information from multiple contractors.  
For orders over \$10,000 Eligible Entities are required to solicit at least three (3) quotes from contractors listed to determine which contractor can provide the best value for the services being purchased. All that is required is that departments contact the three (3) contractors for quotes; you are not required to receive responses from all three (3) contacted contractors.

### How to Place an Order

#### SOLICITING QUOTES

When using the Conversion Vendor to solicit quotes under this contract; use the job aid for “[How to Create a Solicitation Enabled Bid using a Release Requisition](#)” for guidance.

#### P.O. FOR ONE-TIME SERVICES/PRODUCT PURCHASE

Once a price has been obtained and selected the ordering process is as follows:

- Initiate a new requisition
- Search for an item (Use GRO35) in the description field
- Select the vendor you will be placing an order with
- Select the appropriate catalog line
- Enter the total quantity
- Enter the total price
- Add additional items as required
- Submit for approval

Further direction is available in the “[How to Create a Release Requisition and Purchase Order](#)” Job Aid.

#### Quotes Including Construction Services

Please note specific requirements that apply for quoting construction services, depending upon the scope of your bid:



- Where the construction services are less than \$10,000: Select a vendor based on sound business practices, consistent with your entity's procurement policies and procedures.
- For construction services valued from \$10,000-\$50,000: Must solicit a minimum of three quotes and receive two written responses; award to lowest responsible bidder.

### Prevailing Wage Requirements

The buyer has a legal obligation to request a prevailing wage schedule from the Department of Labor Standards (DLS) at [www.mass.gov/dols](http://www.mass.gov/dols). Questions regarding the Prevailing Wage Law may be answered by accessing the DLS website or by calling the DLS Prevailing Wage Program at (617) 626-6953.

If prevailing wage is required, make sure to include this information in your quotes or bids so vendors know to include prevailing wage.

### Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at [Comptroller.Info@state.ma.us](mailto:Comptroller.Info@state.ma.us) for additional support.

### Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

### Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

### Shipping/Delivery/Returns

**Delivery:** Delivery must be made at no extra cost to the Commonwealth with all deliveries being FOB destination. All orders will be processed, confirmed and delivered based on agreed upon delivery schedule with the Eligible Entity and the Contractor. All orders **must** be delivered within **5** business days of receipt of a purchase order number (PO#), unless the ordering Eligible Entity agrees otherwise or a special order is involved. If an item is out of stock, the Contractor **must** make every effort to supply the ordered item within the original delivery timeframe. If such arrangements cannot be made, the Contractor **must** make every effort to have the item delivered as soon as possible. Late deliveries or deliveries that cannot be made within the above guidelines

may be canceled at no cost to the Commonwealth.

**Delivery Requirements for the Department of Correction:** The Contractor(s) must meet all Department of Correction security requirements applicable to each facility. Requirements may include, but are not limited to: inspection and search of all delivery vehicles including driver; cab and all contents thereof; locking gas or fuel caps, all drivers must pass a CORI background check no split load deliveries where required; strict delivery time requirements and any other security requirements as deemed necessary by the department or institution. Contractors may be asked to deliver products outside the established delivery schedule to respond to emergency situations.

**“Will Call”:** “Will Call” orders are orders that are to be picked up by the Eligible Entity within 24 hours of request and the Contractor(s) will provide for “will call” orders if immediate delivery is necessary and the Contract User is willing to pick up the order. The Contractor(s) may be asked to provide emergency delivery and may charge a compensation rate for such deliveries.

**Returns:** Product will be inspected upon receipt of delivery by the Contract User. If a product fails inspection by the receiving facility delivery of the product will not be accepted and the Contractor(s) must replace it immediately at no additional expense to the facility.

### **Additional Information/FAQs**

**Customer Service:** Contractor(s) will provide customer service to all users of the contract. That service must include the following components: All Contractor personnel answering the customer service line are well versed on all requirements of the Statewide Contract and able to easily answer user’s questions about pricing, product and service. If a Contractor receives a complaint about quality, a sample of the item must be collected immediately, inspected and analyzed for quality within a reasonable time, at no additional cost to the Commonwealth.

**Quality Assurance:** It is important for Contract Users to know that Contractor(s) must monitor on a continuous basis, the quality of the products offered under this contract. Contractor(s) must have a self-inspection system that monitors, identifies and corrects any deficiencies that may occur in the quality of the products furnished to the Commonwealth.

**Sample Products for Evaluation:** For evaluation purposes only, Eligible Entities may request from Contractor(s) samples of available contract products or published products on COMMBUYS.

**Fuel Surcharge Provisions:** Contractor(s) are NOT allowed to charge any additional fuel surcharges on any order received from Eligible Entities.





### **Additional Information - Specific to Foodservice Equipment**

**Repair/Maintenance Services:** Repair and maintenance services are an important component of the contract and Contractors must be able to provide access to repair and maintenance services, through their billing department only, for repairs to equipment they have sold or to other equipment that the requesting Eligible Entity currently has in house. Any Contractor(s) providing repair or maintenance service may not add any additional fees for processing payments to subcontractors providing repair services.

**Facility Site Visit Requests:** Contractors will be required to go to a facility upon request by any Eligible Entity to access, evaluate and determine the needs of the Eligible Entity as it relates to any Foodservice Equipment installation, maintenance and or repairs, etc.

**Appliance Disposal Services:** In Massachusetts there is a Waste Ban on white goods, which includes large appliances. Waste Bans restrict the disposal of certain materials from disposal facilities (see [MassDEP's Waste Ban Regulations Webpage](#) for more information). Contractors that offer removal services for appliances should offer the services at no additional cost to the buyer.

**Ozone Depleting Substances:** Contractors who offer disposal services for refrigerators or other equipment containing ozone depleting refrigerants must dispose of these items in compliance with the Environmental Protection Agency (EPA) Refrigeration Recycling Regulation Section 608 of the Clean Air Act, [regulations \(40 CFR Part 82, Subpart F\)](#).  
<http://www3.epa.gov/ozone/title6/608/608fact.html>

### **Geographical Service Area**

[https://www.sec.state.ma.us/cis/cispdf/County\\_Map.pdf](https://www.sec.state.ma.us/cis/cispdf/County_Map.pdf)

### **If the Needed Product Can Not be Found**

If a product and/or service cannot be found in the vendor's price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product and/or service meet the scope of the product category, the vendor may be able to add it to their product offerings. Include whether vendor needs prior approval to add to contract or not.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Lead to inquire whether the product may be purchased.





### **Performance and Payment Time Frames Which Exceed Contract Duration**

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 1 year beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

# Contract User Guide for GRO35

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## Strategic Sourcing Team Members

- Stephen Burnett, Department of Correction
- Christopher Gendreau, Department of Correction
- Betty Fernandez, Operational Services Division
- Julia Wolfe, Operational Services Division

# Contract User Guide for GRO35

## Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran
Eastern Bag & Paper (dba) EBP Supply Solutions	<a href="#">PO-16-1080-OSD01-OSD10-00000006936</a>	VC6000200009, 2	Loretta Tranfaglia, Susanne Trotta	800-287-3323 ext. 2505	<a href="mailto:ltranfaglia@ebpsupply.com">ltranfaglia@ebpsupply.com</a> , <a href="mailto:strotta@ebpsupply.com">strotta@ebpsupply.com</a>	Foodservice Supply	Prompt Pay Discount 1%-10 Days	N/A
Mansfield Paper Co.	<a href="#">PO-16-1080-OSD01-OSD10-00000006937</a>	VC6000156687, 7	Scott Parent	413-781-2000	<a href="mailto:rsp@mansfieldpaper.com">rsp@mansfieldpaper.com</a>	Foodservice Supply	Prompt Pay Discount 1%-10Days	N/A
Mihench Inc.	<a href="#">PO-16-1080-OSD01-OSD10-00000006938</a>	VC0000188776, 8	Heike Mihench	508-995-8331	<a href="mailto:heike@milhenth.com">heike@milhenth.com</a>	Foodservice Supply	Prompt Pay Discount 1%-10 Days 1%-15 Days	WBE
Boston Showcase	<a href="#">PO-16-1080-OSD01-OSD10-00000006932</a>	VC6000155303, 1	Andy Starr	617-965-1103-cell 617 756 1700 office	<a href="mailto:andy@bostonshowcase.com">andy@bostonshowcase.com</a>	Foodservice Equipment	Prompt Pay Discount ½%-20 Days	N/A
Eastern B&G Food Service Equipment, Inc.	<a href="#">PO-18-1080-OSD03-SRC02-11430</a>	VC0000902391, 10	Leah Zacchini	617-523-2682	<a href="mailto:leah@bgrestsupply.com">leah@bgrestsupply.com</a>	Foodservice Equipment	Prompt Pay Discount ½%-10 Days	N/A
Harbour Food Service Equipment	<a href="#">PO-16-1080-OSD01-OSD10-00000006935</a>	VC6000186795, 4	Ken Goldstein	617-884-3900 X310	<a href="mailto:KGOLDSTEIN@HARBOURFOOD.COM">KGOLDSTEIN@HARBOURFOOD.COM</a>	Foodservice Equipment	Prompt Pay Discount 1%-10 Days ½%-15 Days	WBE

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).

Updated: 07/11/18

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OPERATIONAL SERVICES DIVISION

Vendor	Master Blanket Purchase Order #	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran
Janco Sales and Services Inc.	<a href="#">PO-16-1080-OSD01-OSD10-00000006934</a>	VC6000188028, 5	Edward Janini	508-230-2443	<a href="mailto:janco.sales@hotmail.com">janco.sales@hotmail.com</a>	Foodservice Equipment	Prompt Pay Discount ½%-10 Days	N/A
Kittredge Equipment Company	<a href="#">PO-16-1080-OSD01-OSD10-00000006940</a>	VC6000159419, 6	Colin Woodfall	413-304-4100	<a href="mailto:cwoodfall@kittredgeequipment.com">cwoodfall@kittredgeequipment.com</a>	Foodservice Equipment	Prompt Pay Discount 1%-10 Days	WBE

\*Note that COMMBUYS is the official system of record for vendor contact information.

\*\*[PO-16-1080-OSD03-SRC02-00000006954](#) is the central repository for all common contract files.

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